

SurveyMonkey

Introduction

This case study of SurveyMonkey is based on an April 2022 survey of CyberGRX customers by TechValidate, a 3rd-party research service.



“CyberGRX requests are the best thing to receive because it takes me 15 seconds to authorize and send the information.”

Challenges

Prior business challenges that led the profiled company to evaluate and ultimately select CyberGRX:

- Too much time spent completing bespoke assessments.
- Urgent and unplanned bespoke assessment requests for presale procurement.
- A lack of control over cyber reputation and risk posture due to the use of security ratings and outside-in scanning tools.
- Too much time needed to address customer follow-up questions or requests post-assessment share.

Use Case

The key features and functionalities of CyberGRX that the surveyed company uses:

- Completing self-assessments requested by a customer.
- Assessing their own third-party vendors as part of the procurement and/or risk management process.

Activities on the CyberGRX Exchange they anticipate they'll leverage to improve their risk posture in the next 6-12 months:

- Update their CyberGRX profile & refreshing their assessment.
- Use CyberGRX to manage their organization's own third-party ecosystem (request assessments from others).

Results

The surveyed company achieved the following results with CyberGRX:

- Rated the CyberGRX Assessment as “Best in Class” in comparison to other tools.
- Said that CyberGRX's Framework Mapper is better in comparison to other tools.
- Rated the following CyberGRX features as “Significantly Better” in comparison to other tools: Threat Profiles, Validation Upload, and Sharing, Third Party Intelligence Score, and Data and Predictive Risk Profile.
- Said that the CyberGRX Framework Mapper feature has been important in allowing them to respond to their customers' varied requests.
- Reduced the time spent completing bespoke assessments.
- Helped to reduce the lack of control over cyber reputation and risk posture due to the use of security ratings and outside-in scanning tools.
- Significantly reduced unplanned bespoke assessment requests for presale procurement.
- Significantly reduced challenges concerning the lack of program success metric data or benchmarkable data to share with the C-suite and/or the Board.
- Significantly reduced the amount of time needed to address questions or requests post-assessment share.
- Said that CyberGRX has saved time within their third-party cyber risk program.

Company Profile

Company:
SurveyMonkey

Company Size:
Medium Enterprise

Industry:
Consumer Services

About CyberGRX

With 360-degree correlated data and rich, diverse analytics to support real-time decision-making, you have more insight into your third-party cyber risk surface than ever before.

Learn More:

[CyberGRX](#)